

TEACHERS' RETIREMENT BOARD  
BENEFITS AND SERVICES COMMITTEE

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SUBJECT: Approval of Minutes for November 6, 2002

ITEM NUMBER:   2  

ATTACHMENT(S):   1  

ACTION:   X  

DATE OF MEETING: December 4, 2002

INFORMATION:           

PRESENTER(S): Chairperson

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Please see the attached minutes of the November 6, 2002, Benefits and Services Committee meeting.

**PROPOSED  
MINUTES OF THE  
BENEFITS AND SERVICES COMMITTEE MEETING  
OF THE  
CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM  
WEDNESDAY, NOVEMBER 6, 2002  
BOARD ROOM  
7667 FOLSOM BOULEVARD  
SACRAMENTO, CALIFORNIA**

**COMMITTEE MEMBERS PRESENT**

Karen Russell, Chairperson

Gary Lynes

Jay Schenirer

Carolyn Widener

Louis Willhoit, representing the State Controller, Kathleen Connell

Richard Whitmore, representing Superintendent of Public Instruction, Delaine Eastin

**OTHER BOARD MEMBERS PRESENT**

Ted Eliopoulos, representing the State Treasurer, Phil Angelides

Annette Porini, representing State Director of Finance, Tim Gage

**STAFF PRESENT**

Jack Ehnes, Chief Executive Officer

Christopher W. Waddell, Chief Counsel

Ed Derman, DCEO, External Affairs and Program Development

Laurence P. Martin, DCEO, Information and Financial Services

Peggy Plett, DCEO, Administration and Client Benefits and Services

Bill Hobbs, Acting DCEO, Enterprise Initiatives and Technology

Sandra Olivo, Chief, Survivor Benefits Division

Gail Chun-DeDuonni, Chief, Disability Services Division

Mary Miles, Administrative Assistant

**OTHERS PRESENT**

Loretta Toggenburger, UTLA- R

Beverly Carlson, CTA

Al Reyes, UTLA

Michael R. Green, CTA

Susan Goff, CRTA

Ellen Logue, Ellen Logue, CTA/NEA- R

Tammy Calderon, LACOE

John Baley, FACCC

Lois Shive, CTA

Steve DePue, CTA

Norman Gould, CRTA

Pat Geyer, CRTA

Dolores Sanchez, CFT

Arleen Pavey

A quorum being present, Chairperson Russell called the meeting to order at 1:04 p.m.

II. **ANNOUNCEMENT**

Mr. Ehnes informed the Committee that he is in the process of looking at different ways to align the organization to meet the System's mission and to improve customer service, and one significant reorganizational change was made in the benefits area with Peggy Plett taking over the leadership of the benefit functions.

III. **APPROVAL OF MINUTES OF OCTOBER 3, 2002**

MOTION duly made by Ms. Widener, seconded by Mr. Lynes, and carried to approve the Minutes of the October 3, 2002 meeting of the Benefits and Services Committee.

Mr. Waddell provided an update on the October 3, 2002, Consent Agenda Item that Mr. Sveda has accepted the Committee's offer and the Committee's action has been implemented. Also, contradictory to the Administrative Law Judge's statement, the law does not require the distribution of the annual statement to disabilitants; however, there is still the issue of notice to these individuals about the impact to their benefit structure and work is being done on how to provide a notice in the future.

IV. **UPDATE ON CASH BALANCE BENEFIT PROGRAM AND VOLUNTARY INVESTMENT PROGRAM**

Mr. Derman presented an update on the Voluntary Investment Program whose assets went up about six percent last month partly because of the improvement of the stock market, and he is seeing more money being moved from the old asset classes into the new asset classes. The Cash Balance Benefit Program is doing well and continues to grow.

V. **LEVEL OF SERVICE STANDARDS**

Ms. Plett presented this item. Discussion ensued regarding the backlog of survivor benefits cases and staff's efforts in contacting beneficiaries for missing information holding up the case from being finalized. Ms. Russell asked that the production objectives data charts reflect the "at a minimum" objective language.

Ms. Carlson, CTA, stated a report to the Fall State Counsel meeting included the Board's support in adding more retirement consultants and telephone staff to improve service to members. Also, Ms. Carlson was advised that inquiries for applying for a regional counseling position should be forwarded to the applicable county office of education or to Ms. Suitt of our Regional Counseling Office.

Ms. Plett responded to Mr. Lynes' concerns on what planning was in place to handle the increasing telephone volume. Ms. Plett said the Customer Services Initiative will allow additional staff to respond to e-mail and correspondence, and to staff the phone center which will take some of the pressure off of the phone system. In addition, the e-service initiatives should allow members to take care of transactions via its self-service features.

VI. **DRAFT AGENDA FOR THE DECEMBER BENEFITS AND SERVICES COMMITTEE MEETING**

No items were added.

VII. **OPPORTUNITY FOR STATEMENTS FROM THE PUBLIC**

There were no statements.

VIII. **ADJOURNMENT**

There being no further business to conduct, Chairperson Russell adjourned the meeting at 1:25 p.m.

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JACK EHNES, Chief Executive Officer  
Secretary to the Teachers' Retirement Board

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Karen Russell, Chairperson